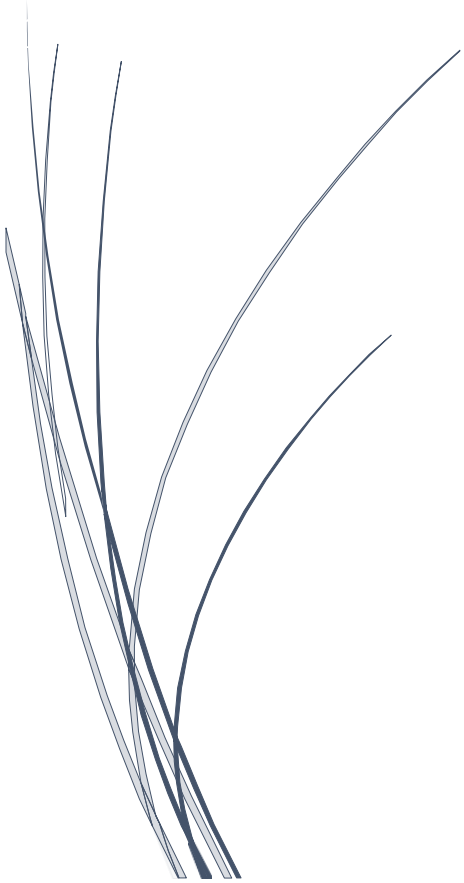
2nd Semiannual 2023

Children's Division Access to Medical Records Report

Report for July 1, 2023 – December 31, 2023



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Introduction

The Department of Social Services (the Department) oversees several programs to support the general welfare of children in the State of Missouri. The Department has established the Children's Division to administer and manage the programs for children who are in the legal custody of the state. The Children's Division promotes the well-being of Missouri children by partnering with parents, family/community members, and government agencies. The Children's Division has developed specific programs to provide specialized services. These programs help strengthen families through intervention, prevention, adoption, and foster care.

Each Children's Division program is unique; however, the emphasis of this report is on the children in the "Missouri Foster Care Program." This refers to children placed away from their parents or placed in Children's Division custody for 24-hour care. A foster care program includes placements in: foster family homes, foster homes of relatives, group homes, emergency shelters, residential facilities, child care institutions, and pre-adoptive homes. When children are suddenly separated from their parents or other caregivers for entrance into the foster care system, it can be a difficult and traumatic time for families. When the child is in Children's Division custody, it is in the best interests of the child for parents, resource providers, and case managers to know that child's medical history and current information and share that medical history with those individuals who are providing care.

This report documents the commitment of the Children's Division to ensure that pertinent medical records and/or medical information for a child will be made available to appropriate members of the child's treatment and/or family support team. The child's teams may include resource providers (such as foster parents), a guardian ad litem, medical care providers, parents, and other individuals who provide support or services to a child or family. Access to medical records and/or medical information is consistent with federal and state law and Children's Division policy.

To ensure the confidentiality, maintenance of, and access to a child's medical record are consistent with applicable provisions of federal and state law, Children's Division is compliant with the Department's information security policy. The information security process was implemented to be in compliance with the federal Health Insurance Portability and Accountability Act and the State of Missouri's Sunshine Law requirements.

The term medical record is used to describe the systematic documentation of a child's medical history and plan of care. The medical record includes a variety of "notes" entered by health care providers. These notes include, but are not limited to: orders for the administration of drugs and therapies, laboratory results, treatment/service plans, and observations of the child's symptoms and/or responses to treatment. The information contained in the medical record allows health care providers to assess the child's current treatments and review previous medical history. This can increase the providers' ability to prescribe safe and effective remedies. The medical record serves as the central source for planning the child's care and documenting the provision of medical services.

The Children's Division has placed great importance on the oversight and coordination of medical/behavioral health services provided to children in its care and custody. Access to medical records is a vital and essential service for each child. The medical records can provide prescribers, the child, parent(s), placement providers, and case managers with enough information to promote the effective and efficient delivery of various medical/behavioral health treatments. This report contains Children's Division's current efforts to create access to medical records and their future plans to provide access to these records.

Current Efforts for Access to Medical Records

The improvement of access to medical records to help ease in health information sharing has been a consistent discussion within various workgroups both within the Children's Division (CD) as well as external partners and departments. Currently requesting medical records is a manual process, these workgroups have focused on streamlining the access to medical records through the use of portals allowing for real time access to available medical records. These workgroups consist of MO HealthNet (MHD) staff, Department of Mental Health representatives, our managed care plan and local community partners. Workgroups include the; Behavioral Health Workgroup, Foster Care ECHO, Show Me Healthy Kids (SMHK), and the Psychotropic Medication Advisory Committee (PMAC).

CD policy directs for the distribution of the Health Care Information Summary and Child/Family Health and Developmental Assessment forms. These forms are required to be completed and provided to the resource provider within 72 hours whenever possible, but no later than 30 days following the initial placement date. At the time of a subsequent placement, the assessment, an updated summary form, and all prior Monthly Medical Logs must be provided to the resource provider no later than 72 hours following the subsequent placement date. Family Support Team meetings are held in order to make key decisions such as; the safety of the child/youth, the need for placement and development of a reunification plan or other permanency options, as well as treatment needs. Additionally, the Family Support Team meetings can also be an avenue for monitoring the accessing of and engaging in the sharing of medical information as appropriate to develop a family/youth focused treatment plan.

The SMHK Health Passport (Passport) has been a valuable service for accessing medical information. The coordination and cooperation between the SMHK Care Managers and CD Case Managers continues to grow and evolve into a consistent method to enhance service delivery. The Passport retrieves clinical and claims data from both internal and external systems and exports the information into a format that allows providers to load a specialty plan member's health/medical record directly into that provider's Electronic Health Record system.

The Health Information Specialist (HIS) staff have access to the University of Missouri's, Tiger Institute Portal. The Tiger Institute Portal provides a "Query Based Exchange" designed to share health information with other members in local and national networks through the Tiger Health Information Exchange.

A Health Information Network (HIN) entitled Show-Me Health Information Network of Missouri (SHINE) portal continues to be tested by CD and MHD. SHINE is a physician-led HIN delivered in partnership with the Missouri State Medical Association. The testing is to determine the portal's effectiveness for providing medical information needed to review the prescription/administration of psychotropic medications for children/youth in foster care. HIS team members are using the portal to gather medical records and information for reviews and sharing medical information with case workers. CD and MHD continue to meet regularly to identify what is working well where information is missing and troubleshoot ways to increase effectiveness of the portal.

The Enterprise Project Management Office of the State of Missouri's Office of Administration has mapped out the current business processes from each section in the Family and Children Electronic System, known as FACES. The interviews with various CD staff who utilize FACES are complete and the development of the new Comprehensive Child Welfare Information system (CCWIS) continues to move forward. The search for a vendor to implement the new CCWIS that will replace FACES is underway. CD is in the process of obtaining a vendor through a public bidding opportunity with a Request for Proposal. Access to medical information in the CCWIS will be subject to the requirements within the contract.

The "OnBase" system continues to be CD's main centralized electronic system to store, maintain, and retrieve medical documents. As a document imaging system, "OnBase" has been a valued asset because the medical documents can be scanned or uploaded through electronic mail into "OnBase" and placed in the child/youth's file.

Future Plans for Access to Medical Records

OnBase, the SMHK Passport, SHINE, and Tiger Institute portals have been the focus for accessing medical information during this semiannual period. The access to medical information and/or documents is an important component in a medical records system. CD continues to work on developing and implementing a statewide medical records system that will provide access to medical information.